International House Manchester

COMPLAINTS POLICY

Policy statement

International House Manchester is dedicated to giving the best service to students, parents, agencies, and other organisations. However, we understand that sometimes people might not be happy with the service they get or might feel they have been treated unfairly. We recognise the concerns of students, parents, and agencies.:

- have the right to tell us about concerns or make a complaint
- should have clear information on how to talk about problems or make complaints.

Policy aims

This policy gives students, parents, and agencies a clear way to solve problems. It makes sure that complaints are handled seriously, professionally, and privately.

Key contacts

Role	Name	Contact details
Principal	John O'Leary	In person in school Email john@ihmanchester.com
Academic Management	Joseph Baker Marie Pepper	In person in school Email joseph@ihmanchester.com marie@ihmanchester.com
Welfare & Accommodation Manager	Jordan Clark	In person in school Email jordan.clark@ihmanchester.com
Registrar	Katie Hayes	Email katie@ihmanchester.com
Director	Peter Hayes	Email peter@ihmanchester.com

School complaints procedure

Most issues can be quickly and easily solved by talking to a member of staff. If a student, parent, or agent is unhappy with anything about their course with International House Manchester, there are managers to help.

For learning issues, please contact Joseph Baker or Marie Pepper.

For accommodation and student safety contact Jordan Clark.

For refunds or finance issues, contact Katie Hayes.

Staff will:

- discuss the problem and try to find a solution

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MEMBER ENGLISH UK

- record the issue and any solution discussed or agreed
- report the issue to the principal if they are unable to agree a solution

If a staff member, student, parent, or agent brings an issue to the principal, he will:

- discuss the problem and work to find a solution
- record the issue and any solution discussed or agreed
- ask you if you wish to make a complaint

If you are not happy, he will write down your complaint and give you a written reply within 2 working days. If you are still not happy, you can contact Peter Hayes. He will look at your complaint and send you a written reply within 2 working days.

English UK complaints procedure

If your complaint has not resolved satisfactorily, you can contact English UK. This is the national group for English language schools in the UK. International House Manchester is a member of English UK, so you can ask them for help if you feel the school has been unfair or has not handled your problem well. Check the Complains Procedure on their website for advice on how to make a complaint.

Confidentiality

International House Manchester will deal with complaints in line with its privacy policy.